Catering Services in Long Route Trains

1097. SHRI MURALIDHAR JENA : Will the Minister of RAILWAYS be pleased to state :

(a) whether the catering services in long route trains are deteriorating considerably;

(b) if so, the details thereof;

(c) whether on board services have not been introduced at least in 50% of trains;

(d) if so, the reasons therefor alongwith the percentage of services introduced so far;

(e) whether the private caterers are not providing comfortable services and serving low standard meals to the passengers;

(f) whether the passengers have made complaints;

(g) if so, whether there is any provision to check the quality of food and services; and

(h) if so, the details thereof and the action taken by the Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) and (b) No, Sir.

(c) and (d) Catering requirements of travelling public are usually met from the static catering units enroute. Pantry car services are provided on selected long distance trains keeping in view the importance of the train, running time, stoppages, adequacy of catering services from static units enroute, the timings etc. subject to availability of pantry cars and maximum permissible load of the train. Pantry car service is available in 133 pairs of trains.

(e) No, Sir.

(f) Complaints received are duly enquired into and contractors found responsible are taken up suitably.

(g) and (h). Yes, Sir. Intensive inspections are conducted by the Commercial, Medical and other Railway officers to check quality of food and standard of service provided on Railways. Besides samples of food items are also collected by the Health Department for laboratory tests. Deterrent action is taken against staff/contractors at fault.

Instant Action Group

1098. SHRIMATI VASUNDHARA RAJE : Will the Minister of RAILWAYS be pleased to state :

(a) whether any Instant Action Group has been constituted by the Government;

(b) the details of Mail and Express trains for which the Instant Action Group was constituted;

(c) whether the facility has now been extended to some more Mail and Express trains; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) to (d) The Instant Action Group Scheme was introduced in October 94 and to begin with 10 (ten) trains were nominated. The facility has been further extended and at present is functioning on 30 (thirty) pairs of trains as per the Statement attached.

STATEMENT

Instant Action Groups

Railway	Train No. and Name
Central	1019/1020 Konark Express
	1081/1082 Kanyakumari Express
Eastern	2311/2312 Kalka Mail
	3231/3232 Danapur Express
	2381/2382 Purva Express
	2303/2304 Purva Express (Via Patna)
Northern	2419/2420 Gomti Express
	2473/2474 Sarvodaya Express
	2471/2472 Mumbai Central-Jammu Tawi Express
	2497/2498 Shan-e-Punjab
	4681/4682 New Delhi-Ludhiana Express
	2475/2476 Rajkot-Jammu Tawi Express
	2477/2478 Hapa-Jammu Tawi Express
Northern Eastern	2553/2554 Vaishali Express
N Frontier	5659/5660 Kamrup Express
Southern	2621/2622 Tamilnadu Express
	2625/2626 Kerala Express
	2627/2628 Karnataka Express
	6529/6530 Udyan Express
	2617/2618 Mangala Express
	2615/2616 G.T. Express
South Central	2723/2724 A.P. Express
	7059/7060 Charminar Express
South Eastern	8001/8002 Howrah-Bombay Central Mail
	8475/8476 Neelanchal Express
	2815/2816 Puri Express
	8015/8016 Hatia Express
Western	2903/2904 Frontier Mail
	2925/2926 Paschim Express
	2905/2906 Ashram Express.